# Attachment A-2b

<u>OSS</u>

1. Measurement
Average FOC/LSC Notice Interval
Definition:
Average time from receipt of a service request to returning a Firm Order Confirmation (FOC)/Local Service Confirmation (LSC).
Exclusions
Excludes non-business days.
<ul> <li>Exclude PIC and LPIC orders.</li> </ul>
Business Rules
□ The start time of requests received after the end of the business day will be the
beginning of the next business day. Business day is defined as published hours of
operation or the ILEC ordering center.
Business days (M-F, excluding PB/NB official holidays)
Business hours:
Resale/Retail 8 a.m. to 5 p.m.
Facility based 8 a.m. to 5 p.m.
Excludes non-business days.
<ul><li>Elapsed time calculated in hours.</li><li>Exclude PIC and LPIC orders.</li></ul>
<ul> <li>If UNE and PNP occur on the same service order, UNE used for reporting the measure.</li> </ul>
Report period is calendar month.
Disaggregation:
Electronically received/electronically handled
Electronically received/manually handled
Manually received/manually handled
Service Group Type
• Interconnection trunks by New and Augment

### Calculation: Report Structure: Mechanized: Needs to be reported by: Sum ((Date and Time of FOC/LSC) -• CLEC (Business Date and Time of Receipt of Valid • CLECs in the aggregate Service Request)) / (Number of FOCs/LSCs ILEC Affiliates Sent in Reporting Period) Manual: Sum ((Fax Date and Time Returned) -(Business Date and Time receipt of valid fax service request)) / (Number of Faxes Submitted in Reporting period) Held and Denied Interconnection Trunk Requests: Sum (Date Request is Released) - (Date Request is Originally Received) / (Number of Requests Held and Released)

# Benchmark:

Fully electronic flow through: Average 20 minutes

Electronically received/manually handled: Average 6 hours Manually received/manually handled: Average 12 hours

Interconnection Trunks Standard -

- Average 7 days (New)
- Average 4 days (Augment)
- Held and denied requests average interval (diagnostic only)

### **Provisioning**

# 2a. Measurement:

#### **Percent of Due Dates Missed - POTS**

# Definition:

Percent of new, move, and change orders where installation was not completed by the due date.

#### Exclusions

Excludes non-business days

Excludes CLEC caused misses.

Excludes customer caused misses

- If the original due date on an order is missed due to customer reasons, the order should be excluded from this measure, regardless if there are future misses on the order (company or customer).
- If the original due date on an order is missed due to company reasons, the order should be included in this measure, regardless if there are future misses on the order (company or customer).

#### **Business Rules:**

- □ Report period is a calendar month
- □ The start time of requests received after the end of the business day will be the beginning of the next business day. Business day is defined as published hours of operation or the ILEC ordering center.
  - Business days (M-F, excluding PB/NB official holidays)
  - Business hours:

Resale/Retail 8 a.m.to 5 p.m.

Facility based 8 a.m.to 5 p.m.

- □ Excludes non-business days.
- Excludes CLEC caused misses.
- Excludes end customer caused misses.
- Due date is defined as original due date or final due date if the original due date was missed due to customer reasons.
- □ Data is to be reported by Field Work/No Field Work
- Results reported by Missed Appointment (MAC) reason codes as diagnostic data.
- "T" orders are considered "New" orders for purposes of the report.

#### Disaggregation:

Comparison for Resale is analogous Retail product. Products included are:

POTS Residence/Business

Field Work/No Field Work as appropriate

Galculation:	Report Structure:
(Total Number of Missed Due Dates Due to ILEC Reasons for New, Move and Change Orders / Total Number of New, Move and Change Orders) x 100	Needs to be reported by:  CLEC  CLECs in the aggregate  ILEC  ILEC Affiliates
Benchmark: Parity	

		ea																

Percent of Due Dates Missed - Design

#### Definition:

Percent of new, move, and change orders where installation was not completed by the due date.

#### Exclusions

Excludes non-business days.

Excludes CLEC caused misses.

**Excludes customer caused misses** 

- If the original due date on an order is missed due to customer reasons, the order should be excluded from this measure, regardless if there are future misses on the order (company or customer).
- If the original due date on an order is missed due to company reasons, the order should be included in this measure, regardless if there are future misses on the order (company or customer).

#### Business Rules

- □ Report period is a calendar month
- The start time of requests received after the end of the business day will be the beginning of the next business day. Business day is defined as published hours of operation or the ILEC ordering center.
  - Business days (M-F, excluding PB/NB official holidays)
  - Business hours:

Resale/Retail 8 a.m.to 5 p.m.

Facility based 8 a.m.to 5 p.m

- Excludes non-business days.
- Excludes CLEC caused misses.
- Excludes end customer caused misses.
- Due date is defined as original due date or final due date if the original due date was missed due to customer reasons.
- □ Results need to be reported by Missed Appointment (MAC) reason codes as diagnostic data.
- "T" orders are considered "New" orders for purposes of the report.

<b>Disaggregation</b> :	
Comparison for Resale is analogous Retail	
product. Products included are:	
ISDN BRI	
CENTREX	
PBX	
DDS DS1/ISDN PRI	
DS3	
DS3 VGPL/DS0 Field Work/No Field Work as appropriate	
DS3 VGPL/DS0	Report Structure:
DS3 VGPL/DS0  Field Work/No Field Work as appropriate  Calculation:  (Total Number of Missed Due Dates Due to	Needs to be reported by:
DS3 VGPL/DS0  Field Work/No Field Work as appropriate  Calculation:  (Total Number of Missed Due Dates Due to ILEC Reasons for New, Move and Change	Needs to be reported by:  • CLEC
DS3 VGPL/DS0  Field Work/No Field Work as appropriate  Calculation:  (Total Number of Missed Due Dates Due to ILEC Reasons for New, Move and Change Orders / Total Number of New, Move and	Needs to be reported by:  • CLEC  • CLECs in the aggregate
DS3 VGPL/DS0  Field Work/No Field Work as appropriate  Calculation:  (Total Number of Missed Due Dates Due to ILEC Reasons for New, Move and Change Orders / Total Number of New, Move and	Needs to be reported by:  • CLEC  • CLECs in the aggregate  • ILEC
DS3 VGPL/DS0  Field Work/No Field Work as appropriate  Calculation:  (Total Number of Missed Due Dates Due to ILEC Reasons for New, Move and Change	Needs to be reported by:  • CLEC  • CLECs in the aggregate
DS3 VGPL/DS0  Field Work/No Field Work as appropriate  Calculation:  (Total Number of Missed Due Dates Due to ILEC Reasons for New, Move and Change Orders / Total Number of New, Move and	Needs to be reported by:  • CLEC  • CLECs in the aggregate  • ILEC

#### 2c. Measurement

Percent of Due Dates Missed - UNE

#### Definition:

Percent of new, move, and change orders where installation was not completed by the due date.

# Exclusions

Excludes non-business days.

Excludes CLEC caused misses.

Excludes end customer caused misses

- If the original due date on an order is missed due to customer reasons, the order should be excluded from this measure, regardless if there are future misses on the order (company or customer).
- If the original due date on an order is missed due to company reasons, the order should be included in this measure, regardless if there are future misses on the order (company or customer).

#### Business Rules:

- □ Report period is a calendar month.
- □ The start time of requests received after the end of the business day will be the beginning of the next business day. Business day is defined as published hours of operation or the ILEC ordering center.
  - Business days (M-F, excluding PB/NB official holidays)
  - Business hours:

Resale/Retail 8 a.m.to 5 p.m.

Facility based 8 a.m.to 5 p.m.

- □ Excludes non-business days.
- □ Excludes CLEC caused misses.
- Excludes end customer caused misses.
- □ Due date is defined as original due date or final due date if the original due date was missed due to customer reasons.
- □ XDSL loops will be identified by class of service + NC/NCI code and/or class of service + DSL reference in the S&E section of service order.
- □ Data is to be reported by Field Work/No Field Work
- □ Results need to be reported by Missed Appointment (MAC) reason codes as diagnostic data.
- □ Subsequent MAC codes need to be retained but not reported.
- "T" orders are considered "New" orders for purposes of the report.

Disaggregation:	
Parity for UNE measured	Pacific Bell/Nevada Bell Retail
for the following UNEs:	
2/4w (8db) analog loop	POTS - Business (fielded)
(incl. Coin/analog, PBX)	
2/4w (5.5 db) assured analog loop	POTS Business Assured (PBX)
2w digital loop(ISDN capable)	ISDN(BRI)
2w digital loop(xDSL capable)	ADSL
4w digital loop (1.544Mbps capable)	DS1
UNE Port-Basic Analog/Coin	POTS - Business (fielded)
UNE Port-CENTREX	CENTREX
UNE Port-ISDN (BRI)	CENTREX
UNE Port-DS1/ISDN-PRI	DS1/ISDN(PRI)
(incl. DS1 line port)	
UNE Port-PBX DID	PBX DID
UNE Dedicated Transport	HICAP (DS1 & DS3)
(incl.DS1 and DS3)	
UNE Platform	Analogous Retail Service
Interconnection Trunks	ILEC Dedicated Trunks
Calculation:	Report Structure:
(Total Number of Missed Due Dates Due to	Needs to be reported by:
ILEC Reasons for New, Move and Change	• CLEC
Orders / Total Number of New, Move and	CLECs in the aggregate
Change Orders) x 100	• ILEC
	ILEC Affiliates
R Coll. Rel P.	
Benchmark:	
Parity	

# 2d. Measurement

**Average Completion Notice Interval** 

#### Definition:

Measures the average time per order to issue notification to CLEC of a completed order.

#### Exclusions

- □ Excludes weekends and ILEC published holidays.
- □ Exclude PIC and LPIC orders.

### **Business Rules:**

- □ Report period is a calendar month.
- □ 24 hour clock is used to measure interval for all interfaces other than LEX, EDI.
- □ Excludes weekends and ILEC published holidays.
- Exclude PIC and LPIC orders.

# Disaggregation:

Fully electronic orders that flow through (LEX, EDI)

All interface types

Calculation:	Report Structure:
Fully Electronic:	Needs to be reported by:
Sum ((Date and Time of Completion	• CLEC
Notification to CLEC) – (Date and Time of	CLECs in the aggregate
Work Completion)) / (Number of Service Orders Completed)	• ILEC Affiliates
Orders Completed)	□ By all interface types.

#### Benchmark:

Fully electronic (orders that flow through) (LEX, EDI) -

Benchmark Standard:

Average 20 minutes

All other interfaces

Benchmark Standard:

90% within 24 hours (1 business day)

# 3a Measurement

Percentage Troubles in 30 Days for New Orders - POTS

#### Definition:

Measures the percent of network customer trouble reports received within 30 calendar days of service order completion.

#### Exclusions

- □ Excludes CPE and IEC/CLEC caused troubles.
- □ Excludes Subsequent reports.
- □ Excludes Message Reports (circuit reports for which ILEC has no records).
- □ Excludes Message Covers.
- Excludes troubles associated with inside wire.
- Excludes ILEC employee generated reports.
- □ Excludes informational type of requests and other requests (refer to M&P).
- □ Excludes Trouble Reports received on the due date (which are reported in the "Provisioning Troubles" measure).
- □ Excludes trouble reports for Retail New Connect Service occurring prior to due date (no trouble report taken on a service that does not exist yet).
- Exclude PIC and LPIC orders.

# Business Rules:

- □ Excludes CPE and IEC/CLEC caused troubles.
- Excludes Subsequent reports.
- □ Excludes Message Reports (circuit reports for which ILEC has no records).
- □ Excludes Message Covers.
- □ Excludes troubles associated with inside wire.
- □ Excludes ILEC employee generated reports.
- □ Excludes informational type of requests and other requests (refer to M&P).
- □ Excludes Trouble Reports received on the due date (which are reported in the "Provisioning Troubles" measure).
- □ Excludes trouble reports for Retail New Connect Service occurring prior to due date (no trouble report taken on a service that does not exist yet).
- □ Exclude PIC and LPIC orders.

# Disaggregation:

Comparison for Resale is analogous Retail product. Products included are:

POTS Residence POTS Business

(Total Number of Customer Trouble reports received within 30 calendar days of service order completion / Total Number of new, move, and change completed orders) x 100	• CLEC
Benchmark: Parity	

chy o	3b. Measurement
******	ercentage Troubles in 30 Days for New Orders - Design
	easures the percent of network customer trouble reports received within 30 calendar
da	ys of service order completion.
-[	
111111	<b>ICLUSIONS</b>
	Excludes CPE and IEC/CLEC caused troubles.
	Excludes Subsequent reports.  Evaludes Massaga Benerts (circuit reports for which H.E.C. has no records)
	Excludes Message Reports (circuit reports for which ILEC has no records)  Excludes Message Covers.
	Excludes troubles associated with inside wire.
_	Excludes ILEC employee generated reports.
_	Excludes informational type of requests and other requests (refer to M&P).
	Excludes Trouble Reports received on the due date (which are reported in the
	"Provisioning Troubles" measure).
a	Excludes trouble reports for Retail New Connect Service occurring prior to due date
	(no trouble report taken on a service that does not exist yet).
	Exclude PIC and LPIC orders.
Ri	isiness Rules:
	Excludes CPE and IEC/CLEC caused troubles.
	Excludes Subsequent reports
_	Excludes Message Reports (circuit reports for which ILEC has no records).
a	Excludes Message Covers.
	Excludes troubles associated with inside wire.
	Excludes ILEC employee generated reports.
	Excludes informational type of requests and other requests (refer to M&P).
	Excludes Trouble Reports received on the due date (which are reported in the
	"Provisioning Troubles" measure).
	Excludes trouble reports for Retail New Connect Service occurring prior to due date
	(no trouble report taken on a service that does not exist yet).
	Exclude PIC and LPIC orders.

Disaggregation:	
Comparison for Resale is analogous Retail	
product. Products included are:	
ISDN BRI	
CENTREX PBX	
DDS	
DS1/ISDN PRI	
DS3	
VGPL/DS0	
Calculations	Report Structure:
(Total Number of Customer Trouble reports	Needs to be reported by:
received within 30 calendar days of service	• CLEC
order completion / Total Number of new, move, and change completed orders) x 100	<ul><li>CLECs in the aggregate</li><li>ILEC</li></ul>
and change compressed cracitly is 100	ILEC Affiliates
Benchmark:	
Parity	的思想。1948年1945年1945年1945年1945年1945年1945年1945日1945日1945日1945日1945日1945日1945日1945日

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Pe	rcentage Troubles in 30 Days for New Orders - UNE
	efinition:
	easures the percent of network customer trouble reports received within 30 calendar ys of service order completion.
Ex	iclusions
	Excludes CPE and IEC/CLEC caused troubles.
	Excludes Subsequent reports.
۵ ا	Excludes Message Reports (circuit reports for which ILEC has no records).
	Excludes Message Covers.
	Excludes troubles associated with inside wire.
	Excludes ILEC employee generated reports.
	Excludes informational type of requests and other requests (refer to M&P).
	Excludes Trouble Reports received on the due date (which are reported in the
	"Provisioning Troubles" measure).
0	Excludes trouble reports for Retail New Connect Service occurring prior to due date
	(no trouble report taken on a service that does not exist yet).
	Exclude PIC and LPIC orders.
Ri	isiness Rules:
	Excludes CPE and IEC/CLEC caused troubles.
_	Excludes Subsequent reports.
_	Excludes Message Reports (circuit reports for which ILEC has no records).
_ _	Excludes Message Covers.
	Excludes troubles associated with inside wire.
	Excludes ILEC employee generated reports.
	Excludes informational type of requests and other requests (refer to M&P).
	Excludes Trouble Reports received on the due date (which are reported in the
	"Provisioning Troubles" measure).
	Excludes trouble reports for Retail New Connect Service occurring prior to due date
	(no trouble report taken on a service that does not exist yet).
	Exclude PIC and LPIC orders.
o.	If UNE and PNP occur on the same service order, UNE used for reporting the measure.
	XDSL loops will be identified by class of service + NC/NCI code and/or class of service
	+ DSL reference in the S&E section of service order.

Disaggregation:	
Parity for UNE measured	Pacific Bell/Nevada Bell Retail
for the following UNEs:	
2/4w (8db) analog loop	POTS - Business
(incl. Coin/analog PBX)	
2/4w (5.5 db) assured analog loop	POTS Business Assured (PBX)
2w digital loop(ISDN capable)	ISDN(BRI)
2w digital loop(xDSL capable)	ADSL
4w digital loop (1.544Mbps capable)	DS1
UNE Port-Basic Analog/Coin	POTS - Business
UNE Port-CENTREX	CENTREX
UNE Port-ISDN (BRI)	CENTREX
UNE Port–DS1/ISDN-PRI (incl. DS1 line port)	DS1/ISDN(PRI)
UNE Port-PBX DID	PBX DID
UNE Dedicated Transport	HICAP (DS1 & DS3)
(incl. DS1 and DS3)	mon (boi w boo)
UNE Platform	Analogous Retail Service
Interconnection Trunks	ILEC Dedicated Trunks
D.	ILEC Dedicated Trums
<u>υ.</u>	
PNP (Port out)	(Issue still to be resolved)
Calculation	Report Structure:
(Total Number of Customer Trouble reports	Needs to be reported by:
received within 30 calendar days of service	• CLEC
order completion / Total Number of new,	CLECs in the aggregate
move, and change completed orders) x 100	• ILEC
	ILEC Affiliates
	• ILEC Annates
·	
Benchmark:	

#### 4a. Measurement

Average Completed Interval - POTS

#### Definition:

Average business days from receipt of valid, error-free service request to completion date in service order system for new, move, and change orders.

#### Exclusions

- □ Excludes non-business days.
- □ Excludes customer requested due dates other than interval offered and orders delayed for customer reasons.
  - If the original due date on an order is missed due to customer reasons, the order should be excluded from this measure, regardless if there are future misses on the order (company or customer).
  - If the original due date on an order is missed due to company reasons, the order should be included in this measure, regardless if there are future misses on the order (company or customer).
- Exclude PIC and LPIC orders.

# Business Rules:

- □ Report period is a calendar month.
- □ The start time of requests received after the end of the business day will be the beginning of the next business day. Business day is defined as published hours of operation or the ILEC ordering center.
  - Business days (M-F, excluding PB/NB official holidays)
  - Business hours:

Resale/Retail 8 a.m.to 5 p.m.

Facility based 8 a.m.to 5 p.m.

Excludes non-business days.

- □ Excludes customer requested due dates other than interval offered and orders delayed for customer reasons.
  - If the original due date on an order is missed due to customer reasons, the order should be excluded from this measure, regardless if there are future misses on the order (company or customer).
  - If the original due date on an order is missed due to company reasons, the order should be included in this measure, regardless if there are future misses on the order (company or customer). Exclude PIC and LPIC orders.
- □ By field work/no field work.

Disaggregation:	
Comparison for Resale is analogous Retail product. Products included are:	
POTS Residence POTS Business	
Field work/no field work as appropriate	
Galculation:	Report Structure:
Total business days from receipt of valid error-free service request to completion date in service order system for new, move and change orders / total new, move and change orders.	Needs to be reported by:
Benchmark:	
Parity	

# 4b. Average Completed Interval

#### Average Completed Interval - Design

#### Definition:

Average business days from receipt of valid, error-free service request to completion date in service order system for new, move, and change orders.

# Exclusions

- □ Excludes non-business days.
- Excludes customer requested due dates other than interval offered and orders delayed for customer reasons.
  - If the original due date on an order is missed due to customer reasons, the order should be excluded from this measure, regardless if there are future misses on the order (company or customer).
  - If the original due date on an order is missed due to company reasons, the order should be included in this measure, regardless if there are future misses on the order (company or customer).
- □ Exclude PIC and LPIC order

#### **Business Rules:**

- □ Report period is a calendar month
- The start time of requests received after the end of the business day will be the beginning of the next business day. Business day is defined as published hours of operation or the ILEC ordering center.
  - Business days (M-F, excluding PB/NB official holidays)
  - Business hours:

Resale/Retail 8 a.m.to 5 p.m.

Facility based 8 a.m.to 5 p.m.

Excludes non-business days.

- □ Excludes customer requested due dates other than interval offered and orders delayed for customer reasons.
  - If the original due date on an order is missed due to customer reasons, the order should be excluded from this measure, regardless if there are future misses on the order (company or customer).
  - If the original due date on an order is missed due to company reasons, the order should be included in this measure, regardless if there are future misses on the order (company or customer).
- Exclude PIC and LPIC orders.

# Disaggregation: Comparison for Resale is analogous Retail product. Products included are: ISDN BRI **CENTREX** PBX DDS **DS1/ISDN PRI** DS3 VGPL/DS0 Report Structure: Calculation: Total business days from receipt of valid Needs to be reported by: error-free service request to completion date • CLEC in service order system for new, move and • CLECs in the aggregate change orders / total new, move and change orders. • ILEC Affiliates Benchmark: **Parity**

#### 4c. Measurement

Percent Completed Within Standard Interval - UNE

#### Definition:

Measures percent of orders completed within the standard interval of receipt of valid, error-free service request.

#### Exclusions

- Excludes non-business days.
- □ Excludes customer requested due dates other than interval offered and orders delayed for customer reasons.
  - If the original due date on an order is missed due to customer reasons, the order should be excluded from this measure, regardless if there are future misses on the order (company or customer).
  - If the original due date on an order is missed due to company reasons, the order should be included in this measure, regardless if there are future misses on the order (company or customer).
- Exclude PIC and LPIC orders.

#### Business Rules:

- Report period is a calendar month.
- □ The start time of requests received after the end of the business day will be the beginning of the next business day. Business day is defined as published hours of operation or the ILEC ordering center.
  - Business days (M-F, excluding PB/NB official holidays)
  - Business hours:

Resale/Retail 8 a.m.to 5 p.m.

Facility based 8 a.m.to 5 p.m.

Excludes non-business days.

- Excludes customer requested due dates other than interval offered and orders delayed for customer reasons.
  - If the original due date on an order is missed due to customer reasons, the order should be excluded from this measure, regardless if there are future misses on the order (company or customer).
  - If the original due date on an order is missed due to company reasons, the order should be included in this measure, regardless if there are future misses on the order (company or customer).
- Exclude PIC and LPIC orders.
- □ XDSL loops will be identified by class of service + NC/NCI code and/or class of service + DSL reference in the S&E section of service order.

Disaggregation:	
Parity for UNE measured	Pacific Bell/Nevada Bell Retail
for the following UNEs:	
2/w wire 8db analog	POTS Business (fielded)
(incl Coin/analog PBX)	
2/4w (5.5 db) assured analog loop	POTS Business Assured (PBX)
2w digital loop(ISDN capable)	ISDN(BRI)
2w digital loop(xDSL capable)	ADSL
4w digital loop (1.544Mbps capable)	DS1
UNE Port-Basic Analog/Coin	POTS - Business (fielded)
UNE Port-CENTREX	CENTREX
UNE Port-ISDN (BRI)	CENTREX
UNE Port-DS1/ISDN-PRI	DS1/ISDN(PRI)
(incl. DS1 line port)	
UNE Port-PBX DID	PBX DID
UNE Dedicated Transport	HICAP (DS1 & DS3)
(incl.DS1 and DS3)	,
UNE Platform	Analogous Retail Service
Interconnection Trunks	ILEC Dedicated Trunks
Calculation:	Report Structure:
(Total New, Move and Change Orders	Needs to be reported by:
Completed Within the Standard Interval of	• CLEC
Receipt of Valid Error-free Service Request)	CLECs in the aggregate
/ (Total New, Move and Change Orders) x	• ILEC
100	ILEC Affiliates
	1 IEEE Minutes
Benchmark:	
Parity	

	5a. Measurement
D	elay Order Interval to Completion Date (For Lack of Facilities) - POTS
M	easures the average calendar days from due date to completion date on company missed ders due to lack of ILEC facilities.
E	clusions
a	Excludes non-business days.
۵	Excludes CLEC caused misses.
	Excludes customer caused misses.
Bı	isiness Rules
	Report period is a calendar month.
	The start time of requests received after the end of the business day will be the
	beginning of the next business day. Business day is defined as published hours o
	operation or the ILEC ordering center.
	Business days (M-F, excluding PB/NB official holidays)  Business days (M-F, excluding PB/NB official holidays)
	Business hours:  Basels/Data: 1
	Resale/Retail 8 a.m.to 5 p.m. Facility based 8 a.m.to 5 p.m.
0	Excludes non-business days.
	Excludes CLEC caused misses.
	Excludes customer caused misses.
_	If the original due date on an order is missed due to customer reasons, the order
	should be excluded from this measure, regardless if there are future misses on the
	order (company or customer).
	If the original due date on an order is missed due to company reasons, the order
	should be included in this measure, regardless if there are future misses on the
	order (company or customer).
	Data is to be reported by Service Group Type.
	POTS field work/no field work.
	Disaggregated by $1-30$ days, $31-90$ days and $+90$ days.
	Use calendar days for this measurement.
	Results need to be reported by Missed Appointment (MAC) reason codes.

# Disaggregation:

Comparison for Resale is analogous Retail product. Products included are:

POTS Residence POTS Business

Calculation: Report Structure

Sum (Completion Date – Committed Order Due Date (for orders missed due to lack of ILEC facilities)) / (Number of Orders Missed Due to Lack of ILEC Facilities in the Reporting Period)

Needs to be reported by:

- CLEC
- CLECs in the aggregate
- ILEC
- ILEC Affiliates

Benchmark:			
Parity	******		

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-: 3	1.1		人们可用的证	LUGBUL			· · · · · · · · · · · · · · · · · · ·	44 (3 ( 6 )» '.		121745155	44 pt 19 h	1 191711		Ingraffage	Anthon to the contract of	100	13333166	astistor a		^  btg tbg tb	a definite in tall	Christian 1	1,000,000	48+4

Delay Order Interval to Completion Date (For Lack of Facilities) - Design

#### **Definition**:

Measures the average calendar days from due date to completion date on company missed orders due to lack of ILEC facilities.

#### Exclusions

- □ Excludes non-business days.
- □ Excludes CLEC caused misses.
- Excludes customer caused misses.

#### Business Rules:

- □ Report period is a calendar month.
- □ The start time of requests received after the end of the business day will be the beginning of the next business day. Business day is defined as published hours of operation or the ILEC ordering center.
  - Business days (M-F, excluding PB/NB official holidays)
  - Business hours:

Resale/Retail 8 a.m.to 5 p.m.

Facility based 8 a.m.to 5 p.m.

- □ Excludes non-business days.
- □ Excludes CLEC caused misses.
- Excludes customer caused misses.
  - If the original due date on an order is missed due to customer reasons, the order should be excluded from this measure, regardless if there are future misses on the order (company or customer).
  - If the original due date on an order is missed due to company reasons, the order should be included in this measure, regardless if there are future misses on the order (company or customer).
- □ Data is to be reported by Service Group Type.
- $\Box$  Disaggregated by 1 30 days, 31 90 days and +90 days.
- □ Use calendar days for this measurement.
- Results need to be reported by Missed Appointment (MAC) reason codes.

Disaggregation:	
Comparison for Resale is analogous Retail product. Products included are:	
ISDN CENTREX PBX DDS DS1	•
DS3 VGPL/DS0	
Calculation	Report Structure:
Sum (Completion Date – Committed Order Due Date (for orders missed due to lack of ILEC facilities )) / (Number of Orders Missed Due to Lack of ILEC Facilities in the Reporting Period)	Needs to be reported by:  CLEC  CLECs in the aggregate  ILEC  ILEC Affiliates
Benchmark;	
Parity	

|--|

Delay Order Interval to Completion Date (For Lack of Facilities) - UNE

#### Definition:

Measures the average calendar days from due date to completion date on company missed orders due to lack of ILEC facilities.

#### Exclusions

- □ Excludes non-business days.
- □ Excludes CLEC caused misses.
- Excludes customer caused misses.

#### **Business Rules:**

- □ Report period is a calendar month.
- □ The start time of requests received after the end of the business day will be the beginning of the next business day. Business day is defined as published hours of operation or the ILEC ordering center.
  - Business days (M-F, excluding PB/NB official holidays)
  - Business hours:

Resale/Retail 8 a.m.to 5 p.m.

Facility based 8 a.m.to 5 p.m.

- Excludes non-business days.
- □ Excludes CLEC caused misses.
- Excludes customer caused misses.
  - If the original due date on an order is missed due to customer reasons, the order should be excluded from this measure, regardless if there are future misses on the order (company or customer).
  - If the original due date on an order is missed due to company reasons, the order should be included in this measure, regardless if there are future misses on the order (company or customer).
- □ Data is to be reported by Service Group Type.
- □ POTS field work/no field work.
- $\Box$  Disaggregated by 1 30 days, 31 90 days and +90 days.
- Use calendar days for this measurement.
- □ Results need to be reported by Missed Appointment (MAC) reason codes.
- □ XDSL loops will be identified by class of service + NC/NCI code and/or class of service + DSL reference in the S&E section of service order.

	Pacific Bell/Nevada Bell Retail
Parity for UNE measured for the following UNEs:	
2/w wire 8db analog	POTS Business (fielded)
(incl Coin/analog PBX)	
2/4w (5.5 db) assured analog loop	POTS Business Assured (PBX)
2w digital loop(ISDN capable)	ISDN(BRI)
2w digital loop(xDSL capable)	ADSL
4w digital loop (1.544Mbps capable)	DS1
UNE Port–Basic Analog/Coin	POTS - Business (fielded)
UNE Port-CENTREX	CENTREX
UNE Port-ISDN (BRI)	CENTREX
UNE Port–DS1/ISDN-PRI (incl. DS1 line port)	DS1/ISDN(PRI)
UNE Port-PBX DID	PBX DID
UNE Dedicated Transport	HICAP (DS1 & DS3)
(incl.DS1 and DS3)	,
UNE Platform	Analogous Retail Service
Interconnection Trunks	ILEC Dedicated Trunks
Calculation	ReportStrugure
Sum (Completion Date - Committed Order	Needs to be reported by:
Due Date (for orders missed due to lack of	• CLEC
(LEC facilities )) / (Number of Orders	CLECs in the aggregate
Missed Due to Lack of ILEC Facilities in the	
Reporting Period)	ILEC Affiliates
non-essa	THE THE TAXABLE PROPERTY OF TA
Benchmarkt Parity	

# 6. Vieasurement

# Average Completed Interval – (DSL)

#### Definition:

Average business days from receipt of valid, error-free service request to completion date in service order system for new, move, and change orders.

Report Structure:

# Exclusions

- □ Excludes non-business days.
- □ Excludes customer requested due dates other than interval offered and orders delayed for customer reasons.
- □ Exclude PIC and LPIC orders.

#### Business Rulesi

- Report period is a calendar month.
- □ The start time of requests received after the end of the business day will be the beginning of the next business day. Business day is defined as published hours of operation or the ILEC ordering center.
  - Business days (M-F, excluding PB/NB official holidays)
  - Business hours:

Resale/Retail 8 a.m.to 5 p.m.

Facility based 8 a.m.to 5 p.m.

- □ Excludes non-business days.
- □ Excludes customer requested due dates other than interval offered and orders delayed for customer reasons.

**Calculation:** 

- If the original due date on an order is missed due to customer reasons, the order should be excluded from this measure, regardless if there are future misses on the order (company or customer).
- If the original due date on an order is missed due to company reasons, the order should be included in this measure, regardless if there are future misses on the order (company or customer).
- Exclude PIC and LPIC orders.
- □ XDSL loops will be identified by class of service + NC/NCI code and/or class of service + DSL reference in the S&E section of service order.

ADSL

Total business days from receipt of valid error-free service request to completion date in service order system for new, move and change orders / total new, move and change orders.	Needs to be reported by:  CLEC  CLECs in the aggregate  ILEC  ILEC Affiliates
Benchmark:	

7. Wesusenen	
Average Response Time for Loop Make-Up l	<u>interconstantial (New)</u> Information —(New)
<b>Definition</b>	
The average time required to provide loop qu	ualification for ADSL
Exclusions	
None	
Business Rules:	
	the CLEC and ends when the information on
the loop qualification has been made availab	le to the CLEC.
Disaggregation:	
ADCI or other DCI as determined by the	
ADSL or other DSL as determined by the Public Utility Commission.	
Calculation:	Report Structure:
Sum (Data and Time the Loop Qualification	CLEC, All CLECs and Pacific Bell/Nevada
is made available to CLEC – Date and Time	Bell.
the CLEC request is received)/Total number	
of loop qualification	
Benchmark.	
The state of the s	The statement of the st
Parity	
Parity	

# Maintenance

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Percentage of Customer Trouble not Resolved	l within Estimated Time - POTS								
<b>Definition:</b>									
Measures the percent of trouble reports not cl	leared by the commitment time.								
Exclusions									
□ Excludes CPE and IEC/CLEC caused trou	ıbles								
□ Excludes Subsequent reports.	J								
<u> </u>	xcludes Message Reports (circuit reports for which ILEC has no records).								
Excludes Message Covers.									
□ Excludes ILEC employee generated report									
——————————————————————————————————————	es for New Connect Service occurring prior to								
due date.									
Business Rules:									
•	bles availability are 7days/week 24 hours/day.								
□ Report by dispatch/no dispatch.									
□ Excludes CPE and IEC/CLEC caused trou	ıbles.								
	Excludes Subsequent reports								
Excludes Message Reports (circuit reports for which ILEC has no records).									
Excludes Message Covers.  Excludes inside wire.									
	4_								
□ Excludes ILEC employee generated report									
due date.	es for New Connect Service occurring prior to								
Disaggregation:									
· · · · · · · · · · · · · · · · · · ·									
Comparison for Resale is analogous Retail									
product. Products included are:									
NOTE Decidence									
POTS Residence POTS Business									
TOP STATE OF THE S									
Calculation:	Report Structure:								
(Total network trouble reports not cleared	Needs to be reported by:								
by the commitment time for ILEC reasons /	• CLEC								
Total network trouble reports completed) x 100	CLECs in the aggregate								
100	• ILEC								
	ILEC Affiliates								
Benchmark:									
Parity									

#### 8b. Measurement

Percentage of Customer Trouble not Resolved within Estimated Time - UNE

#### Definition:

Measures the percent of trouble reports not cleared by the commitment time.

# Exclusions

- □ Excludes CPE and IEC/CLEC caused troubles.
- □ Excludes Subsequent reports.
- □ Excludes Message Reports (circuit reports for which ILEC has no records).
- □ Excludes Message Covers.
- Excludes inside wire.
- □ Excludes ILEC employee generated reports.
- □ Excludes trouble reports for Retail services for New Connect Service occurring prior to due date.

#### Business Rules:

- □ Business days/hours for maintenance troubles availability are 7days/week 24 hours/day.
- □ Report by dispatch/no dispatch.
- □ Excludes CPE and IEC/CLEC caused troubles.
- □ Excludes Subsequent reports
- □ Excludes Message Reports (circuit reports for which ILEC has no records).
- □ Excludes Message Covers.
- Excludes inside wire.
- □ Excludes ILEC employee generated reports.
- □ Excludes trouble reports for Retail services for New Connect Service occurring prior to due date.
- □ XDSL loops will be identified by class of service + NC/NCI code and/or class of service + DSL reference in the S&E section of service order.

Parity for UNE measured	Pacific Bell/Nevada Bell Retail
for the following UNEs:	1 acme ben/Nevaua ben Retail
for the following of thes.	
2/w wire 8db analog	POTS Business (fielded)
(incl Coin/analog PBX)	,
2/4w (5.5 db) assured analog loop	POTS Business Assured (PBX)
2w digital loop(ISDN capable)	ISDN(BRI)
2w digital loop(xDSL capable)	ADSL
4w digital loop (1.544Mbps capable)	DS1
UNE Port-Basic Analog/Coin	POTS - Business (fielded)
UNE Port-CENTREX	CENTREX
UNE Port-ISDN (BRI)	CENTREX
UNE Port-DS1/ISDN-PRI	DS1/ISDN(PRI)
(incl. DS1 line port)	
UNE Port-PBX DID	PBX DID
UNE Dedicated Transport	HICAP (DS1 & DS3)
(incl.DS1 and DS3)	
UNE Platform	Analogous Retail Service
Interconnection Trunks	ILEC Dedicated Trunks
Calculation:	Report Structure:
(Total network trouble reports not cleared	Needs to be reported by:
by the commitment time for ILEC reasons /	• CLEC
Total network trouble reports completed) x	CLECs in the aggregate
100	• ILEC
	ILEC Affiliates
	· AMASO ( REFERENCES
Benchmark:	
★インスを含まれるようとは表現を考りません。これである。中では、日本のは、日本のは、日本のは、日本のは、日本のは、日本のは、日本のは、日本の	(1) [1] [1] [1] [1] [1] [1] [1] [1] [1] [1]

# 9a. Measurement Frequency of Repeat Troubles in 30 Day Period - POTS Definition: Measures the percent of customer network trouble reports received within 30 calendar days of a previous report. Exclusion**s** Excludes troubles associated with inside wiring. Excludes Subsequent reports. □ Excludes Message Reports (circuit reports for which ILEC has no records). □ Excludes Message Covers. Excludes ILEC employee generated reports. □ Excludes trouble reports for Retail services for New Connect Service occurring prior to due date. **Business Rules:** □ Business days/hours for maintenance troubles availability are 7days/week 24 hours/day. □ Needs to be reported by: service group type, SGT • NXX Code Opening Troubles Excludes CPE and IEC/CLEC caused troubles. □ Excludes troubles associated with inside wiring. □ Excludes Subsequent reports □ Excludes Message Reports (circuit reports for which ILEC has no records). Excludes Message Covers. □ Excludes ILEC employee generated reports. □ Excludes trouble reports for Retail services for New Connect Service occurring prior to due date. Disaggregation: Comparison for Resale is analogous Retail product. Products included are: **POTS Residence POTS Business** Calculation: Report Structure: (Total Customer network trouble reports Needs to be reported by: received within 30 calendar days of a CLEC previous customer report / Total customer • CLECs in the aggregate

ILEC

**ILEC Affiliates** 

network trouble reports) x 100

Benchmark:

**Parity** 

9b. Measurement	
Frequency of Repeat Troubles in 30 Day Period - Design	
<b>Definition:</b>	100
Measures the percent of customer network trouble reports received within 30 calendar days of a previous report.	
Exclusions	
□ Excludes troubles associated with inside wiring.	
□ Excludes Subsequent reports.	
□ Excludes Message Reports (circuit reports for which ILEC has no records).	
□ Excludes Message Covers.	
□ Excludes ILEC employee generated reports.	
□ Excludes trouble reports for Retail services for New Connect Service occurring prior t	0
due date.	
Business Rules:	(A.)
□ Business days/hours for maintenance troubles availability are 7days/week 24 hours/day	<b>/</b> •
□ Needs to be reported by:	
service group type, SGT	
NXX Code Opening Troubles	
□ Excludes CPE and IEC/CLEC caused troubles.	
□ Excludes troubles associated with inside wiring.	
□ Excludes Subsequent reports.	
□ Excludes Message Reports (circuit reports for which ILEC has no records).	
□ Excludes Message Covers.	
Excludes ILEC employee generated reports.	
□ Excludes trouble reports for Retail services for New Connect Service occurring prior t	0
due date.	
Disaggregation:	itith
Comparison for Resale is analogous Retail	
product. Products included are:	
ISDN	
CENTREX	
PBX	
DDS	
DS1	
DS3	
VGPL/DS0	
	64

(Total Customer network trouble reports received within 30 calendar days of a previous customer report / Total customer network trouble reports) x 100

Needs to be reported by:

- CLEC
- CLECs in the aggregate
- ILEC
- ILEC Affiliates

Benchmark:		
Parity		

#### 9c. Measurement

# Frequency of Repeat Troubles in 30 Day Period - UNE

# **Definition**

Measures the percent of customer network trouble reports received within 30 calendar days of a previous report.

#### Exclusions |

- Excludes troubles associated with inside wiring.
- □ Excludes Subsequent reports.
- □ Excludes Message Reports (circuit reports for which ILEC has no records).
- □ Excludes Message Covers.
- Excludes ILEC employee generated reports.
- Excludes trouble reports for Retail services for New Connect Service occurring prior to due date.

#### Business Rules:

- □ Business days/hours for maintenance troubles availability are 7days/week 24 hours/day.
- □ Needs to be reported by:
  - service group type, SGT (including PNP)
  - NXX Code Opening Troubles
- □ Excludes CPE and IEC/CLEC caused troubles.
- Excludes troubles associated with inside wiring.
- □ Excludes Subsequent reports.
- □ Excludes Message Reports (circuit reports for which ILEC has no records).
- □ Excludes Message Covers.
- Excludes ILEC employee generated reports.
- □ Excludes trouble reports for Retail services for New Connect Service occurring prior to due date.

Disacorecation:		

Parity for UNE measured for the following	Pacific Bell/Nevada Bell Retail
UNEs:	
	POTS-Business (Fielded)
2/4w (8db) analog loop	POTS Business Assured (PBX)
2/4w (5.5 db) assured analog loop	ISDN(BRI)
2w digital loop (ISDN)	ADSL
2w digital loop (xDSL)	DS1
4w digital loop (ISDN PRI)	POTS-Business (no-dispatch)
UNE Port - Basic Analog	CENTREX
UNE Port - CENTREX	PBX DID
UNE Port - PBX DID	CENTREX
UNE Port – ISDN (BRI)	DS1/ISDN(PRI)
UNE Port – DS1/ISDN (PRI)	HICAP (DS1 & DS3)
UNE Dedicated Transport	Analogous Retail Service
UNE Platform	ILEC Dedicated Trunks
Interconnection Trunks (no-dispatch)	
· ·	(Issue still to be resolved)
PNP - Port Out	•

Calculation:	Report Structure:
(Total Customer network trouble reports received within 30 calendar days of a previous customer report / Total customer network trouble reports) x 100	Needs to be reported by:  CLEC  CLECs in the aggregate  ILEC  ILEC Affiliates
Benchmark: Parity	

#### 10a. Measurement

### Average Time to Restore - POTS

# Definition:

Measures the average duration of customer trouble reports from the receipt of the customer trouble report to the time the trouble is cleared.

# Exclusions

- □ Excludes CPE and IEC/CLEC caused troubles.
- Excludes Subsequent reports.
- Excludes Message Reports (circuit reports for which ILEC has no records).
- □ Excludes Message Covers.
- □ Excludes inside wire.
- □ Excludes tickets with a duration of 720/+ hours.
- □ Excludes ILEC employee generated reports.
- □ Excludes trouble reports for Retail services for New Connect Service occurring prior to due date.

Excludes informational type of requests and other requests.

# Business Rules:

- Business days/hours for maintenance troubles availability are 7days/week 24 hours/day.
- □ Needs to be reported by:
  - service group type
  - NXX Code Opening Troubles
- □ By dispatch and no dispatch.
- □ Excludes CPE and IEC/CLEC caused troubles.
- □ Excludes Subsequent reports.
- □ Excludes Message Reports (circuit reports for which ILEC has no records).
- □ Excludes Message Covers.
- Excludes inside wire.
- □ Excludes tickets with a duration of 720/+ hours.
- □ Excludes ILEC employee generated reports.
- □ Excludes trouble reports for Retail services for New Connect Service occurring prior to due date.
- Excludes informational type of requests and other requests.

# Disaggregation:

Comparison for Resale is analogous Retail product. Products included are:

**POTS** Residence

**POTS Business** 

Calculation:	Report Structure:
(Total duration of customer network trouble	Needs to be reported by:
reports) / (Total customer network trouble	• CLEC
reports)	<ul> <li>CLECs in the aggregate</li> </ul>
	• ILEC
	ILEC Affiliates
Benchmark:	
Parity	